



ISO/IEC JTC 1 Special Working Group on Accessibility (SWG-A)

JTC 1 SWG-A N 583

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Document Type: Contribution

Title: **UK Expert Response to SWG-A N 580: Call for Additional User Needs for the User Needs Summary**

Source: BSI for UK Expert Andy Heath

Due Date: n/a

Requested Action: For consideration by Ad Hoc 18 on User Needs Summary Refresh.

JTC 1 SWG on Accessibility Secretariat
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Dear J. Garner,

Please find attached comments from UK expert, Mr Andy Heath.

Kind regards,

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UK Expert Comments on the JTC 1 N 580 - JTC 1 SWG on Accessibility Call for Additional User Needs for the User Needs Summary.

We propose a number of improvements:

1. Individualization

Currently, needs related to Individualisation are spread around the document. For example including:

6.2.3

4.4 and all sub-paragraphs

5.12.2.12-6

5.12.2.12-7

5.12.2.12-8

5.12.2.12-9

We recommend Individualisation is of sufficient importance in developing technology in the market place to merit a separate category of its own with all these needs listed under it.

We propose the following additional individualisation needs.

1. For a system to adapt to a preference or need expressed in some *specific* standard or recognised set of preference definitions¹
2. For a system to adapt to a preference or need not expressed in or not known to be expressed in any known standard or recognised set of preference definitions²

2. Gestures

Control of device by direct touch gestures and other gestures is developing in the market place rapidly. We suggest that sources for input of appropriate needs are studied (for example particular operating systems on mobile devices, relevant standards in ISO and particular Internet-of-Things devices) to identify and define needs appropriate to include in the UNS. In the meantime we propose the following:

¹ This provides for a user to express that her is his preferences are not provided for by some particular standard set that is in use in the system involved

² This provides for a user to express that her is his preferences are not provided for by ANY standard or recognised set. This is necessary so that standard or recognised sets of preferences can evolve and systems respond to newly-recognised preferences, needs or requirements. Standard or recognised sets of preferences should not constrain or limit what a system can adapt to or "what a user needs". The aim is to meet rather than exclude user needs.

1. the need for a touch or gesture controlled device to provide consistent screen or control layouts for different uses, applications or services.

3. General

3.1 The UK Expert recognises that it is extremely useful for needs to be categorised according to the Perceivable, Operable, Understandable, Robust categorisation or for such categorisation to be identifiable within the list of needs in order to facilitate its use in party with W3C WCAG. However, we believe there is significant benefit in arranging the organisation of needs to be in alignment with the Revision of ISO/IEC Guide 71 whose final publication is imminent and in particular there is benefit to be gained by following the structure in Section 6 of that guide. To do otherwise will force users of that Guide AND users of the SWG-A UNS to have to look in more than one place to locate information on needs appropriate to their system. This opportunity to align such important work should not be missed.

3.2 Further, we believe there would be some benefit, beyond aligning with the Guide 71 revision, in organising needs according to whether they might considered to be general needs (such as the need that alternatives to visual representation be provided) that could apply across sectors or whether they are needs that usually can apply **only** in Information and Communication Technology (ICT) - for example the need for keyboard navigation that follows a meaningful sequence through form controls. There is a need for some consistent terminology (such as needs and requirements) to be developed to categorise needs according to this difference and doing so could encourage the spread of the use of User Needs-based approaches to accessibility across non-ICT sectors.

Andy Heath